

REGIONAL NAF PERSONNEL OFFICE

MWR Dept/NSA, VQ-Sewell's Point Sub-Region, Regional Recycling Program

VACANCY ANNOUNCEMENT

04-07-03

Does not confer Civil Service Status

POSITION: **Desk Clerk Supervisor**
NF-0303-02
Salary: \$8.66 per hour
LOCATION: Visitors Quarters / NSA
Norfolk, VA 23511

ANNOUNCEMENT #
SP 46-03A

CLOSING DATE:
Open Until Filled

AREA OF CONSIDERATION: OPEN

(1 Fulltime Position)

NOTE: No relocation costs will be paid ~~~~~ Direct Deposit of salary is a condition of employment

~~**DUTIES:** Responsible for the smooth, efficient operation of the front desk insuring each guest receives quality customer service at all times, appropriate military protocol is used, VIP guests are recognized by name, and the privacy of all patrons is protected at all times. Documents all attendance or tardiness issues and/or absence without leave. Ensures the cleanliness of the front desk area at all times. Reviews schedule of events and ensures the facility is prepared. Keeps the assigned Transient Housing Manager aware of any anticipated vacancies, increases in workload or other circumstances requiring replacements or additional staffing. If applicable, electronically submits all required files and reports from the night audit as PDF files to the VQ Regional Accounting Office prior to 0900 daily. As assigned, enters data to and updates the property management computerized system including checking guests in/out. Receives reservations from the central reservations function for visiting dignitaries, high ranking officers and groups. Projects reservations, availability of rooms and confirmed reservations at least 45 days in advance of the expected arrival date. Prepares a variety of reports, which includes daily and monthly occupancy, weekly reserve, key inventory, quarterly utilization plan and room diversion/conversion submittals. Monitors and updates the Fair Market Rental cost for the established area. Investigates employee mishaps/accidents and accurately prepares appropriate reports, forwarding the completed package to the NAF Personnel Office for processing. Ensures chain of command is briefed on all mishaps/accidents/hazards. Responsible for issuing, receiving and controlling all keys, cash receipts and change fund under custody. Verifies and approves folios for voids, room credits and refunds during shift. Assists auditors and inspectors during periodic cash counts and adherence to rules and regulations. Performs other related duties as assigned.

QUALIFICATIONS: Must possess a minimum of two years desk clerk experience with a minimum of one year documented leader or supervisory experience. Must be able to add, subtract, multiply and divide accurately. Must have the skill of a qualified typist and the ability to operate an electric typewriter, personal computer, and electronic calculator accurately. Must have working knowledge and demonstrated proficiency of word processing and spreadsheet software. MS office software (excel, Word, PowerPoint and Access) is strongly preferred. Must be familiar with pertinent AIMS/SAP accounting procedures, billing processes, purchasing and requisition procedures. Must have the ability to operate other related office equipment such as copier, facsimile machine (fax), etc. Knowledge of all regulations relating to various charges to guests based on status of assignment, type of orders, length of stay and other categories. Must possess fluent command of the English language, and be able to communicate clearly in person, in writing, and by telephone. Must possess strong customer service skills and have the ability to deal with irate guests with tact. **Special requirement:** This position is designated ALPHA personnel for inclement weather and may be required to report for work when other employees are excused, or may be required to work overtime with compensation to cover mission needs. As a position of trust, employment is conditional on a successful completion of a National agency Check or equivalent background check (s) upon selection and periodically thereafter. This position is subject to an irregular tour of duty as a front desk operates on three shifts, requiring job rotation, which includes days, nights, weekends and holidays.

FILING INSTRUCTIONS: Applicants must submit a completed application and preference documents to: Regional NAF Personnel Office (Code N9), 1200 Fechteler Street, Norfolk, VA 23505.

NOTE: Applications are available in the Regional NAF Personnel Office. "Unless otherwise specified, all applicants must be 16 and over"

EMPLOYMENT PREFERENCES: To claim a preference, you must submit documents as follows. Explanation of preference is available at NAF Personnel Office. No preference is given unless requested and documented. ACCEPTANCE OR DECLINATION OF A POSITION ENDS ABILITY TO CLAIM PREFERENCE FOR SPOUSE OR IVS APPLICANT.

MILITARY SPOUSE: Must attach a copy of military member's PCS orders and write SPOUSAL PREFERENCE on the front of the application.

VETERAN: Attach copy of DD-214 to application.

INVOLUNTARILY SEPARATED MILITARY MEMBERS & DEPENDENTS: Must attach IVS Hiring Preference information form and one of the following: DD-214 OR COPY OF DD-1173 stamped "TA". ALL IVS PREFERENCE ARE APPROVED ONLY IF DISCHARGE/REENTRY CODE MATCHES ELIGIBILITY LIST.

"The Department of the Navy is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or any other non-merit factor."